



Welcome to the OpenCities help centre. Search for what you're after, or browse the categories.

Can't find what you're looking for? Submit a support ticket and we'll be in touch.

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About Services pages



OpenCities Product Team

Last updated 2 months ago

Service detail pages are used to guide residents through the various methods that they can use to access your city's services.

Point Russell Town Hall
50 Collins Street
Melbourne
3000
[View Map](#)

For more information on services, including where to create these pages in your site tree and how to create **service directories** to list all the services on your site, see **about the services module**.

Body content

The body content of a services page is split into two areas at the top and bottom of the page. In between these two body content areas are the methods your city offers for accessing the service, split into tabs.

Pay or contest a parking ticket

You have 28 days to pay an infringement after getting it. Failure to do so will result in further action and additional costs to you. Find out how to pay a parking fine and how to apply for a [payment plan or extension](#).

If you believe the infringement was issued incorrectly or that there were circumstances preventing you from being able to park legally, you can request a review of your infringement.

Online

In Person

By Phone

By Mail

1


Has it been 3 days since your fine?

This service is available 24 hours a day, seven days a week **commencing three days after the date of the infringement.**


2

Find your infringement number


To proceed you will need to provide your notice number as shown below, and enter the amount you are required to pay.



Office of
State Revenue
State Debt Recovery



000001 • 1234567890
JOHN CITIZEN
13 SAMPLE STREET
MCMAHONS POINT NSW 2060



Penalty Notice

Penalty Notice Number:	1234567890
Issue date:	26 SEP 2014
Penalty amount:	\$248.00
Amount due:	\$248.00
Date due:	24 OCT 2014
To pay now, call:	1300 130 112

3

Pay or contest now

You will need a credit card to pay online. Parking infringements must be paid in full. City of Melbourne does not accept part payments.

[Pay or Contest Online >](#)

Contact Us

Phone

[03 4958 8839](tel:0349588839)

Email

fines@point russell.gov.au

Location

Point Russell Town Hall
50 Collins Street
Melbourne
3000

[View Map](#)

Keep in mind

1. You must pay the fine within three weeks of getting your ticket. An extension of time to pay may be granted at the Cities sole discretion, to apply, please contact Point Russell council
2. If you have lost a parking fine and need the reference number to pay it, please call us on 2392 92839 - have your vehicle registration number handy.

Use body content at the top of the page to help residents decide if they are accessing the right service.

Use body content at the bottom of the page to add important information for residents that have gone through any of the modes of interaction for that service. (For example, typical waiting times).

When creating a service details page, use the WYSIWYG editor to enter body text by clicking the highlighted 'edit body content' areas of the template preview corresponding to the top and bottom of the page.

The screenshot displays a content management interface. At the top, there is a visual editor with a grid of placeholder boxes. Two of these boxes, each containing a blue document icon with a white pencil, are highlighted with green rounded rectangles. Below the editor, the 'Template Name' is set to 'OC Default' in a dropdown menu. A horizontal line separates this from the metadata section, which includes: 'Content Type : OC Service', 'Owned by : Admin User', 'Checked out by : Admin User', and 'Checkout Date : 22 Jan 2021 02:24 PM'. Another horizontal line follows. Below this is a 'Spell Check All' button. A final horizontal line is at the bottom of the main content area. Below the line, there are two language options: 'English (Australia) (default)' with the status 'Checked out by Admin User', and 'Spanish (Latin America)' with the status 'Not created'.

Template Name

OC Default

Content Type : OC Service
Owned by : Admin User
Checked out by : Admin User
Checkout Date : 22 Jan 2021 02:24 PM

Spell Check All

English (Australia) (default)
Checked out by Admin User

Spanish (Latin America)
Not created

Structured content fields

Structured content fields comprise all the other information in your page. This includes your service name, contact details, the location of in-person access options and so on. The most important information entered here are the methods your residents can use to

access your services. Use the [modes of interaction](#) fields to enter these details and have them automatically laid out in an easy to read template.

The following fields are available. Some, like the service name, are required. Others are optional.

Field	Function/Display	
1	Page Name	Completes the unique page URL
2	Service name	The title displayed in service directories and at the top of the page
3	Service summary	A brief overview of the service for service directories and search results
4	Add a feature image	Feature image for the service used in directories and the details page. This will appear in directories if your theme is set up to include images in dynamic lists.
5	Show image on details page	Check this box to show the image in the service details page. Uncheck it to show the image only in directory pages if your theme supports images in dynamic lists.
Modes of interaction		
6	Modes	Select Add to enter the details for each method of accessing the service. For more information on how

to enter this content, see [Modes of interaction](#) below.

7	Number each step	Check this box to automatically add numbers to each step of a mode of interaction, corresponding to the use of headings
Contact Details		
8	Contact phone number	Phone number of the service front desk
9	Alternate phone number	Alternate contact phone number
10	Contact fax number	Fax number of the department front desk
11	Contact email	The primary, public-facing email address for the service
Location details		
12	Venue Name	The name of the service building
13	Street address	Street location for Google maps
14	Locality	Suburb of the service for Google maps
15	Postcode	Postcode of department for Google maps

16	Latitude Longitude	Autogenerated (from street address) or manual geographical mapping coordinates used for map pin.
	Supporting information	
17	Accordion Panels	Add additional body text, hidden behind collapsible panels, here, using the field provided for the panel title, and the 'edit' icon to open a WYSIWYG editor for body text.
18	Side Panels	Add additional side panel content using a WYSIWYG editor. Use the field provided to name the panel, and the 'edit' button to open the WYSIWYG editor.
19	Add supporting links	Venue related internal/external links
20	Add supporting documents	Venue related documentation
21	Add common search terms people would use when looking for this content	Venue keywords or metadata to boost page in search results
22	Content labels	These labels organize your content internally (i.e. your site visitors won't see the labels). You can make lists out of content with the same label.

Here's where to find them:



Page name

Parking ticket

Service title (Required)

39 characters left

Pay or contest a parking ticket

Add service summary

317 characters left

Find out how you can pay for or contest a parking ticket issued by City of Adelaide

Add image



Infringement.png

Remove

Unlink

Edit

Show image on details page

☒ Yes

Modes of interaction

Modes (separate each step of the mode with a 'Heading 3')

Panel Title

194 characters left



Online



In Person



By Phone



By Mail



+Add

Number each step?

☒ Yes

Contact details



Template Name

OC Default

Content Type : OC Service

Owned by : Admin User

Checked out by : Admin User

Checkout Date : 22 Jan 2021 02:24 PM

Spell Check All

English (Australia) (default)

Checked out by Admin User

Spanish (Latin America)

Not created

8

Contact phone number

03 4958 8839

9

Alternate phone number

03 4958 8840

10

Contact fax number

03 4958 8850

11

Contact email

fines@pointrussell.gov.au

12

Location details

Venue name

Point Russell Town Hall

13

Street address

50 Collins Street

14

Locality

Melbourne
South Melbourne
North Melbourne
East Melbourne
Southbank

15

Postal code

3000

16

Latitude Longitude (in decimal "lat, lon" format)

-37.8136127,144.9721787

17

Supporting information

Accordion panels

Panel Title

176 characters left

Optional accordion panel



+Add

Side panels

Panel Title

181 characters left




Optional side panel






18

+Add

Add supporting links

 Parking regulations 
 Edit or add more links


Add supporting documents

 Statutory declaration form 
 Edit or add more links

Add common search terms people would use when looking for this content

Parking ticket, parking fine, pay a parking fine, pay a parking ticket, pay my parking ticket

Content labels

parking 

Delete Version

Check In

Preview

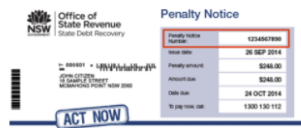
Publish

Review

Save

2 Pay or contest a parking ticket

You have 28 days to pay an infringement after getting it. Failure to do so will result in further action and additional costs to you. Find out how to pay a parking fine and how to apply for a [payment plan or extension](#).



If you believe the infringement was issued incorrectly or that there were circumstances preventing you from being able to park legally, you can request a review of your infringement

For more information click [here](#)

Online

In Person

By Phone

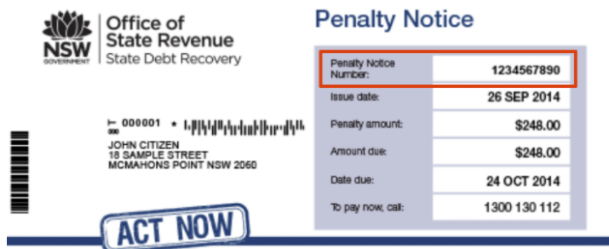
By Mail

1 Has it been 3 days since your fine?

This service is available 24 hours a day, seven days a week **commencing three days after the date of the infringement.**

2 Find your infringement number

To proceed you will need to provide your notice number as shown below, and enter the amount you are required to pay.



3 Pay or contest now

You will need a credit card to pay online. Parking infringements must be paid in full. City of Melbourne does not accept part payments.

[Pay or Contest Online >](#)

Keep in mind

1. You must pay the fine within three weeks of getting your ticket. An extension of time to pay may be granted at the City's sole discretion, to apply, please contact Point Russell council
2. If you have lost a parking fine and need the reference number to pay it, please call us on 2392 92839 - have your vehicle registration number handy.

Contact Us

Phone

[03 4958 8839](tel:0349588839)

Alternate Phone

[03 4958 8840](tel:0349588840)

Fax

03 4958 8850

Email

fines@point russell.gov.au

Location

Point Russell Town Hall
50 Collins Street
Melbourne
3000
[View Map](#)

Optional side panel

Optional side panel content

Related Information

- [Parking regulations](#)
- [Statutory declaration form](#)

Optional accordion panel



Modes of interaction

Enter the methods that residents can use to access your services by expanding the **modes of interaction** accordion in your service detail pages structured content fields.

Page name

Service title **(Required)**

39 characters left

Add service summary

317 characters left

Find out how you can pay for or contest a parking ticket issued by City of Adelaide

Add image



Infringement.png



Remove



Unlink



Edit

Show image on details page



Yes

Modes of interaction

Modes (separate each step of the mode with a 'Heading 3')

Panel Title

194 characters left



Number each step?



Yes



Template Name

Content Type : OC Service

Owned by : Admin User

Checked out by : Admin User

Checkout Date : 22 Jan 2021 02:24 PM

[English \(Australia\) \(default\)](#)

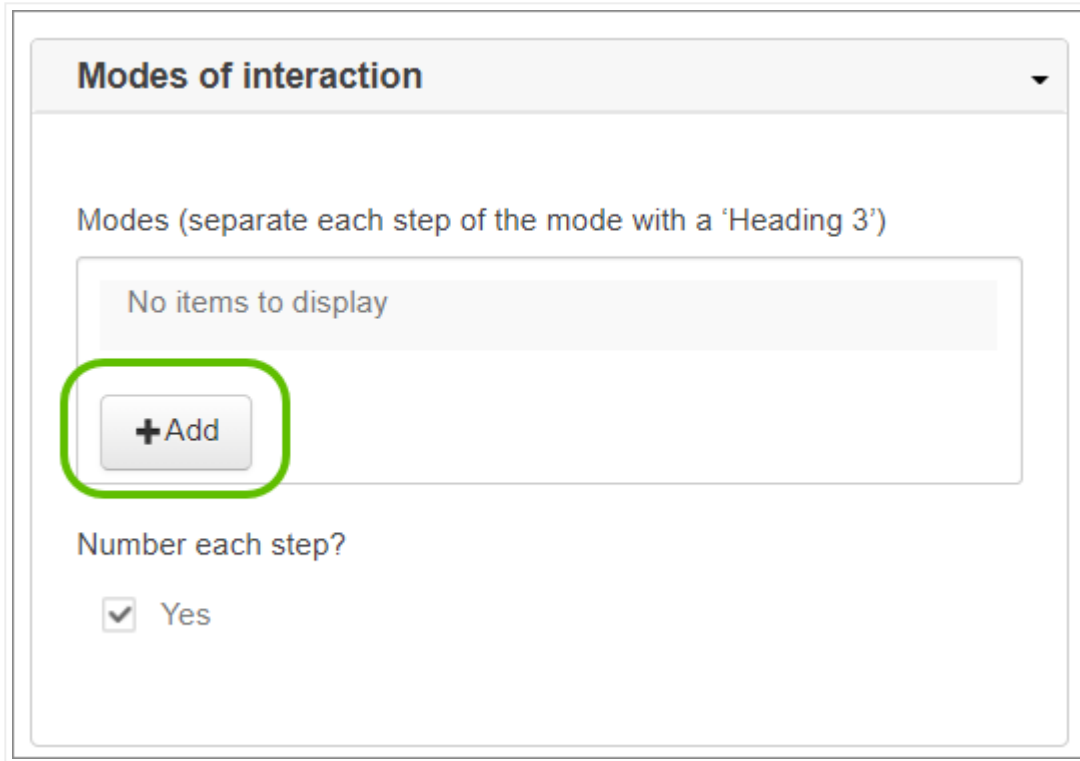
Checked out by Admin User

[Spanish \(Latin America\)](#)

Not created

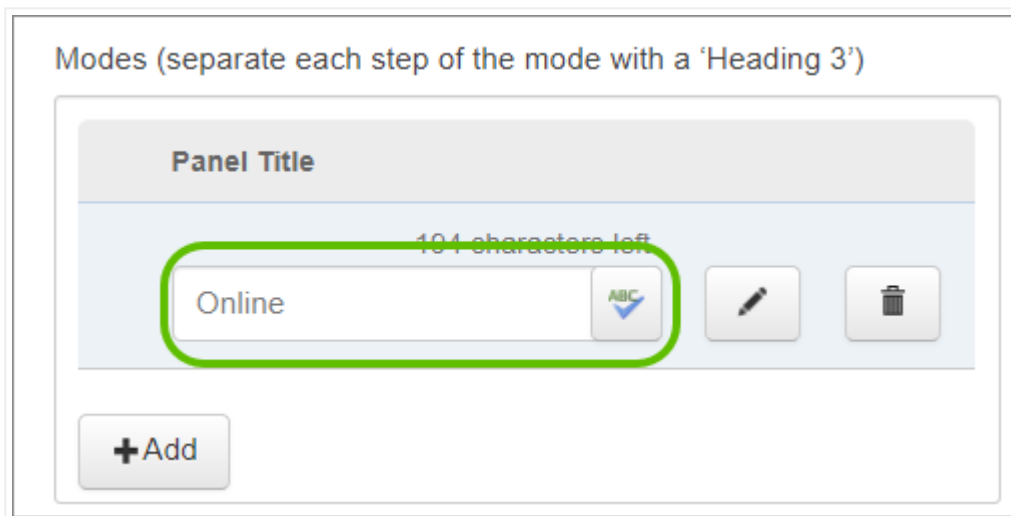
To add a mode of interaction:

1. Edit the structured field content as normal (**Create** or **Update** a page using the **OC Service** Content type).
2. Expand the **Modes of Interaction** accordion and select **Add**



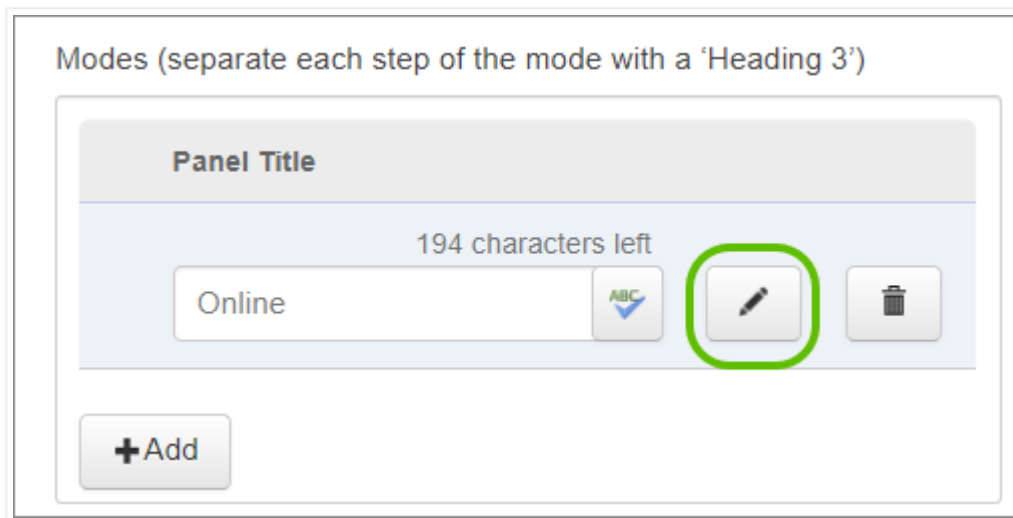
The screenshot shows a UI section titled "Modes of interaction" with a dropdown arrow. Below the title is a text prompt: "Modes (separate each step of the mode with a 'Heading 3')". Underneath is a light gray box containing the text "No items to display". A button labeled "+Add" is highlighted with a green circle. Below this, there is a label "Number each step?" followed by a checked checkbox and the word "Yes".

3. Enter the name for the mode of interaction in the **Panel Title** field.

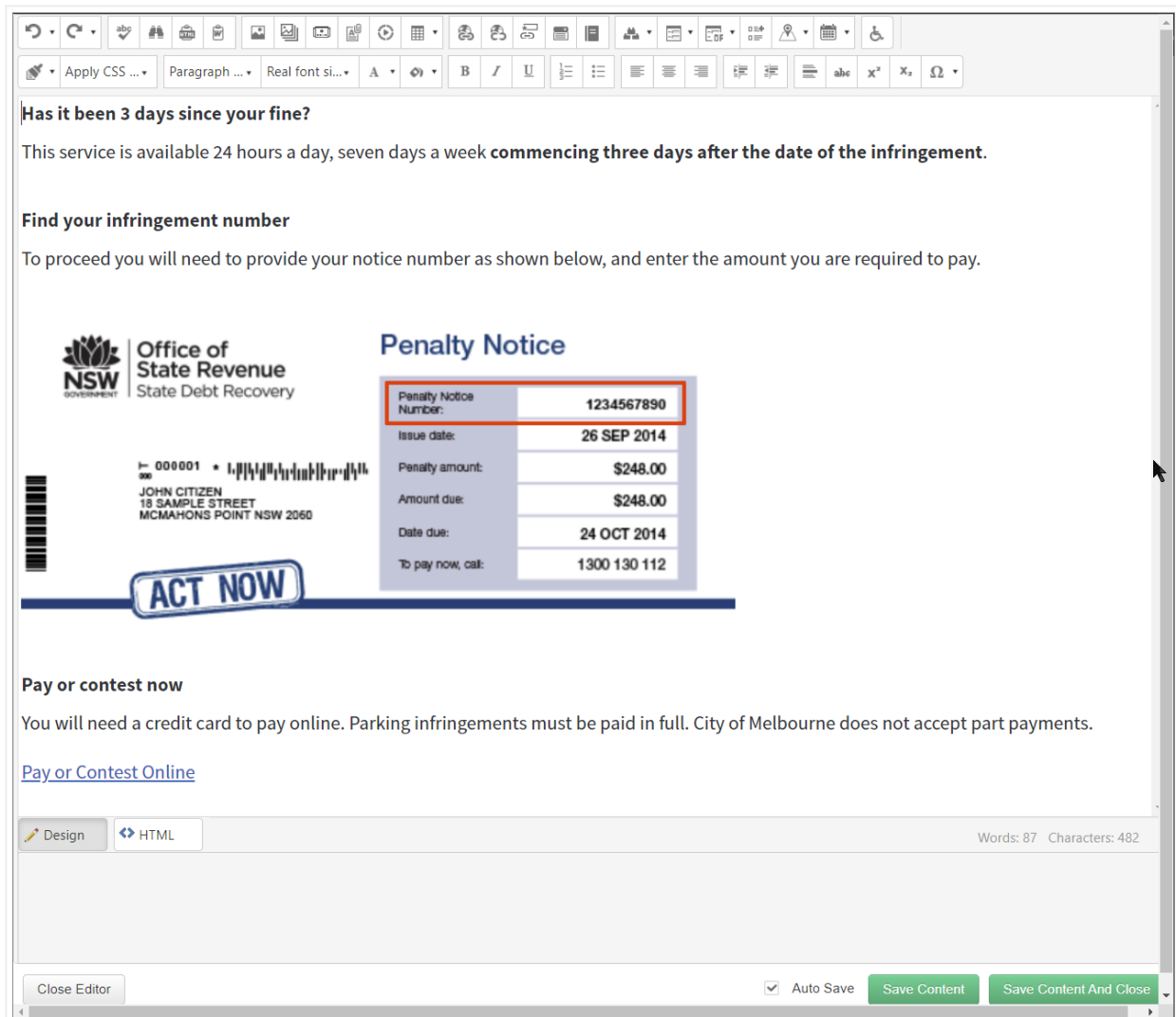


The screenshot shows the same "Modes of interaction" section, but now it contains one item. The item has a header "Panel Title" and a text input field containing the word "Online". Above the input field, the text "104 characters left" is visible. To the right of the input field are three buttons: a blue button with "ABC" and a checkmark, a button with a pen icon, and a button with a trash can icon. A "+Add" button is at the bottom left. The text input field is highlighted with a green circle.

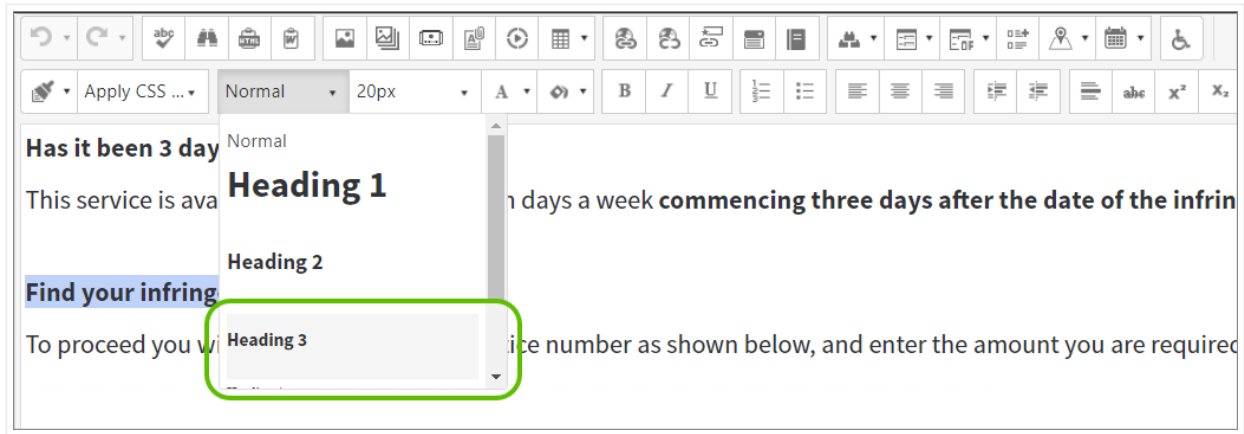
4. Select the **edit** button (a pen icon) to open a WYSIWYG editor for that mode of interaction.



Use this WYSIWYG editor to lay out one method for residents to access your service. You can add **images, maps, links and call to action buttons** to help guide residents through the process.



Separate each step of the method with a heading using the **Heading 3** text style.



This will format your content appropriately for the service details page template and automatically number the method steps if you've selected the **Number each step** checkbox in the Modes of Interaction accordion.

5. Select **Save Content and Close** when you have finished entering your content for one method of accessing your service.
6. Add as many additional Modes as you need to list all the ways that residents can access a service.
7. Add all the other content you'd like to include in your service details page.
8. **Save** and **Publish** the page.

Was this article helpful?



0 out of 0 found this helpful

Have more questions? [Submit a request](#)

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